

Getting Better All the TimeSM

Who We Are:

Magellan Health Services is a leading, diversified specialty health care management organization. Our clinical and operational philosophy allows us to offer our members access to high-quality, clinically appropriate, affordable health care tailored to each individual's needs. Through our experience and expertise in customer service, claims payment, clinical management, and information technology and connectivity, we improve health care outcomes for individuals and their families while managing costs responsibly for our customers.

What We Do:

We deliver by offering a comprehensive suite of products in behavioral health management, radiology benefits management and specialty pharmacy management.

- **Behavioral Health Management:** Clinically sound, cost-effective solutions for managed behavioral health and substance abuse benefits, behavioral disease management, Employee Assistance Programs (EAP) and LifeManagement programs, and behavioral health pharmacy management. Magellan leads the industry in behavioral health management by offering an integrated suite of products that combines the best of traditional approaches to health care management with innovative, emerging solutions.
- **Radiology Benefits Management:** Radiology is among the fastest-growing areas of health care spending. Magellan affiliate company, National Imaging Associates, Inc., leads the radiology benefits management industry by delivering innovative solutions that improve patient care through clinically appropriate, cost-effective uses of diagnostic imaging. We offer this service on both a risk and administrative services-only basis.
- **Specialty Pharmacy Management:** High-cost drugs used to treat chronic diseases, specialty pharmaceuticals represent approximately 20 percent of total drug costs. Magellan affiliate company, ICORE Healthcare, works with health plan customers to manage specialty drug use through clinically based formulary management, pharmacy distribution and strategic consulting.

Why We Do It:

Our work leads to individuals understanding and improving their own health with the right support, and empowering health plans, employers, governments and providers to efficiently improve the health, welfare and productivity of the people they serve.

Our Behavioral

Health Providers: We maintain a comprehensive provider network of more than 74,000 credentialed behavioral health practitioners, including more than 17,000 EAP providers and more than 5,500 facilities across the United States. EAP providers are also available in more than 100 countries around the world. Network features include:

- Rigorous credentialing standards employing primary source verification
- Sub-specialty privileging to pinpoint areas of specialization and expertise
- Standards for travel distance to providers and provider density

Our Customers:

Magellan's business units serve corporations, health plans, insurance companies, labor unions, federal agencies and state Medicaid benefit plans. Clients also include an increasing number of our nation's fast-growing small and mid-sized businesses.

Our Commitment: A dedication to quality is a hallmark of Magellan Health Services. We are committed to meeting and exceeding the standards set by the industry's leading accrediting bodies, including:

National Committee for Quality Assurance (NCQA): Magellan is one of the leading organizations in NCQA accreditation, which uniquely positions us to work with our managed care organization customers to help them take full advantage of new NCQA standards and guidelines. Furthermore, our radiology benefits management program is NCQA-certified in Utilization Management.

Council on Accreditation (COA): Magellan's Employee Assistance Program (EAP) has full four-year accreditation from the Council on Accreditation (COA) and was the first managed behavioral health organization to have this distinction.

Utilization Review Accreditation Commission (URAC): Magellan was the first managed behavioral health organization to be accredited under URAC's Case Management Standards. Also, we were the first in the radiology benefits industry to receive URAC Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Accreditations.

**Corporate
Headquarters:**

55 Nod Road, Avon, Connecticut, 06001. Phone 800-410-8312

**Executive
Leadership:**

René Lerer, M.D., President and Chief Executive Officer

Tina Blasi, Chief Executive Officer, National Imaging Associates

Mark Demilio, CFO Emeritus

Daniel N. Gregoire, General Counsel

Anthony M. Kotin, M.D., Chief Medical Officer

Caskie Lewis-Clapper, Chief Human Resources Officer

Raju L. Mantena, RPh, President, ICORE Healthcare, LLC.

Russell C. Petrella, Ph.D., President, Behavioral Health

Jonathan Rubin, Chief Financial Officer

Investor Contact: Renie Shapiro, Senior Vice President, Corporate Finance

Phone: (860) 507-1912

E-Mail: rshapiro@magellanhealth.com

Media Contact: Erin S. Somers, Senior Vice President, Public Relations & Communications

Phone: (410) 953-2405

E-Mail: essomers@magellanhealth.com

Welcome to Magellan.